

GENERAL INFORMATION

THE CODE OF PRACTICE:

Carmel College has agreed to observe and be bound by the The Education (Pastoral Care of International students) Code of Practice 2016 published by the Ministry of Education and administered by NZQA. Copies of the Education Code 2016 are available from the NZQA website at:

<http://www.nzqa.govt.nz/providers-partners/education-code-of-practice/>

If there are concerns about a student's treatment then, under the terms of the Code, the International Student Director should be contacted in the first instance so that the school's internal grievance procedures can be implemented. If you feel your problem is not being solved by the school, you can contact the New Zealand Qualifications Authority (NZQA) www.nzqa.govt.nz Phone 0800 697-296 or gadrisk@nzqa.govt.nz

If it is a financial or contractual dispute, you can contact FairWay Resolution by phone on 0800 774-422. More information is available on the fairway Resolution website: www.fairwayresolution.com/student-complaints. You must be able to show them that you have tried to get the school to act before you contact them. They will consult the school to see if anything can be done to help you.

Immigration: Full details of visa and permit requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available through the New Zealand Immigration Service, and can be viewed on their website at <http://www.immigration.govt.nz>.

Eligibility for Health Services: Most international students are not entitled to publicly funded health services while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full costs of that treatment. Full details on entitlements to publicly-funded health services are available through the Ministry of Health, and can be viewed on their website at <http://www.moh.govt.nz>

Accident Insurance: The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand, but you still may be liable for all other medical and related costs. Further information can be viewed on the ACC website at <http://www.acc.co.nz>

MEDICAL AND TRAVEL INSURANCE REQUIREMENTS

The Code requires all International Students to have Comprehensive Medical and Travel Insurance from the time the Student leaves her home country until the time they return to their home country following completion of their study.

- Commence when leaving home for the airport, while in transit and within New Zealand or trips to other destinations and holidays back to their home country.
- Contain high sums insured (from \$1,000,000.00 to unlimited cover, full medical, optical and dental cover plus a low excess).
- Include emergency evacuation and repatriation, personal effects and accompanying relative cover – unlimited cover.
- Ensure personal effects are covered and person liability can be met – unlimited cover. If a student caused a house fire e.g. through careless use of candles, heaters, cooking etc. the student would be approached to pay the damage. In homes today this could be in excess of \$1,000,000.00.
- Address continuation should a student have to interrupt their studies.

Pre-existing medical conditions must be stated at the time of application, prior to purchasing any insurance policy.

Carmel College will not accept policies taken out overseas. Students purchasing insurance through a New Zealand insurer should purchase insurance cover which matches or is of higher value than the Southern Cross Comprehensive Policy.

NB: Students must provide evidence of medical and travel insurance on enrolment. The school will keep a record of the Insurance Policy number and the type of cover provided.

ACCOMMODATION INFORMATION

International Students at Carmel College may live –

- With a parent
- In a Carmel College homestay
- With a designated Caregiver

Parent

- A copy of the parents passport and appropriate visa are required.
- Parents may not leave their daughter unsupervised overnight or for any length of time. If a student is unsupervised, Immigration New Zealand will be informed

Homestay

- The school has selected host families who will provide a safe physical and emotional environment for the student.
- The homestay will be visited twice a year to ensure that the accommodation is suitable.
- Students staying in a homestay are required to exhibit appropriate behavior.
- Where a student's behavior or demands are such that homestay hosts cannot reasonably be expected to have the student continue in their care, the homestay service may be discontinued and the student may be sent home.

Designated Caregiver

- A designated caregiver must be a relative or close family friend.
- The parents of the student (not an agent) must sign an indemnity document stating that they are selecting the accommodation for their child and that the designated caregiver is a relative or close family friend.

Please note that

- The Student is not permitted to live alone or in a flatting situation with other students, regardless of their age.
- The School will ensure that all accommodation for the Student is compliant with The Code.
- The Homestay Co-ordinator will visit the address at which the Student is residing to ensure that the environment is safe and appropriate. Police vetting will be required for all designated caregivers, homestay parents and residents of a household aged 18 or over. If the accommodation is deemed unsafe or unsuitable the Student will be placed as soon as possible into a safe environment.
- The Student is not permitted to change homestays without the knowledge of the Homestay Co-ordinator. Breach of this condition may result in termination of the Student's contract.
- Students/parents/guardians **must not** select homestay accommodation or caregivers through newspaper advertisements, the Internet or word of mouth.

For enquiries or problems with accommodation see the Homestay Co-ordinator.

All International students are interviewed throughout the year to check there are no problems with the homestay or school.

SUPPORT SERVICES

Carmel College has a full-time International Student Director, and part-time Homestay Co-ordinator. Students are provided with additional pastoral and academic support by their Year Level Dean, Careers Advisor, School Nurse and School Counsellor. First language advisors will be provided where necessary.

ACADEMIC QUALIFICATION

Carmel College provides education from Years 9 to 13 according to the New Zealand Curriculum Framework. Carmel College prepares students for the National Certificate of Educational Achievement (NCEA) Levels 1, 2, 3 and Scholarship. NCEA is recognized at universities and high schools internationally. The New Zealand education system and qualifications are highly regarded, and our education is considered one of the best education systems in the world..

More information on NCEA may be found on the NZQA website at:

<http://www.nzqa.govt.nz/qualifications-standards/qualifications/ncea/>

The Careers Advisor will assist students on career options and pathways by one-on-one interviews. Tertiary Institute representatives are invited to talk to students at Carmel College. A Careers Evening is held once a year where Tertiary Institutes and industry speakers are available for students to meet and talk to.

SPECIAL NEEDS

Carmel College is not able to provide special support, equipment or services for International Students with additional educational, behavioural or health needs except by negotiation prior to enrolment. The School reserves the right to terminate the enrolment if such special needs are not disclosed in the Student's application for enrolment.

NOTIFICATION OF CHANGE OF ADDRESS

The parent of an International Student must notify Carmel College of any:

- Change of address
- Change of accommodation type
- Change of contact details for parents or Designated Caregiver

A change of accommodation should be discussed with the International Student Director a month before the student intends to leave so that appropriate checks and Police Vetting can be conducted.

CHANGE OF STATUS FROM VISITOR TO NEW ZEALAND RESIDENT

An International Student who changes her immigration status from Visitor to New Zealand Resident does not automatically have the right to a place at Carmel College as a New Zealand Resident.

Carmel College is an Integrated School which must give priority to Catholic students. Catholic students are given preference over non-preference students. At present there are waiting lists at most year levels for both preference and non preference students.

Under current laws New Zealand resident students have the right to enrol at the school for which their home address is zoned but, as a Catholic School, Carmel College is not part of the Ministry of Education's zoning system. Carmel College has an Enrolment Policy implemented by the Board of Trustees and governed by the Preference of Enrolment criteria of the New Zealand Catholic Bishops' Conference.

If the student is in a Carmel homestay, the payments will continue until the International Student Director is notified in writing by the student's parents or agent. The homestay host will then be given two week's notice.

PROCEDURES FOR STUDENT WITHDRAWAL

A student should give one term's notice of withdrawal.

If a student wishes to withdraw for any reason she must –

- Write to the Principal to notify her that she is leaving. Give the reasons for leaving and give the date for the last day at school.
- Obtain a Leavers Form.
- Obtain and complete the Leaving Forms and return International Student Director.

If she wishes to claim a refund of fees please see the Refund Policy.

New Zealand Immigration Service will be notified of her withdrawal from Carmel College.

ATTENDANCE

Class teachers and Atawhai Group teachers monitor daily attendance. Students must bring a note from their parent/homestay/designated caregiver to explain legitimate absences, on their return to school, and give it to their Atawhai Group teacher.

If a student is to be absent for the day, the parent/homestay/designated caregiver **must ring or email the school before 8.30am.**

Unexplained absences will be reported to the Year Level Dean and the International Student Director, who will make contact with the parent/caregiver. Consistently irregular attendance will be reported to the New Zealand Immigration Service and this may result in the termination of the student(s) permit. **A minimum of 100% attendance is required unless the student is ill.**

WORK RIGHTS

Under the terms of their student visas, international students enrolled at Secondary schools may only obtain part-time jobs under the following conditions:

- If they are in year 12 or 13
- If they have written permission from the school, their parents and their host parents
- If they have obtained work rights on their visa conditions from the NZ Immigration Service.

If the above conditions have been met, they may work up to 20 hours a week during school terms, and full time during holidays. However Carmel College recommends that they do not work more than 10 hours a week during school terms. The School reserves the right to withdraw the permission to work if the student's attendance or academic performance is negatively impacted by their working. If the Student is found to be working without the legal right to do so, NZ Immigration will be informed and the Student's visa may be revoked.

Please view the following website from the Department of Labour or information regarding the Minimum Wage in New Zealand:

<https://employment.govt.nz/hours-and-wages/pay/minimum-wage/minimum-wage-rates/>

Please view the following website from the Department of Labour for information relating to employment conditions:

<https://employment.govt.nz/starting-employment/>

QUALITY ASSURANCE

In April 2015 Carmel College was delighted to receive the confirmed report for our 2015 ERO Review.

The report noted that "Catholic beliefs and Mercy values and traditions of respect and service which underpin the school's programmes, systems and practices, help to promote a respectful and caring learning environment. High levels of student achievement have been maintained and further extended. The school is well led by an experienced Principal who has built a cohesive and supportive Senior Management Team. The Principal and Board of Trustees have a strong, collegial working relationship. The Board is continuing to resource significant development of specialist teaching areas."

The report also commented on the high expectations established for the students by Carmel teachers, who also support an extensive range of cultural and sporting opportunities. The full report can be viewed on the following link:

<http://www.ero.govt.nz/review-reports/carmel-college-15-06-2015>

DRIVING IN NZ

While enrolled at our school, International Students may NOT purchase, own or drive a motor vehicle while attending Carmel College. If a student is found to be driving in breach of this policy, it may be grounds for termination of their enrolment.

CIRCUMSTANCES IN WHICH TUITION MAY BE TERMINATED BY THE SCHOOL

The school will follow the provisions and the Ministry of Education's guidance for school's on stand-downs, suspensions and termination of enrolment. Please see the following link:

<http://www.education.govt.nz/assets/Documents/School/Managing-and-supporting-students/Stand-downs-suspensions-exclusions-and-expulsions-guidelines/>

The school reserves the right to terminate tuition in the following situations:

- Continued and unexplained absenteeism. There is an attendance requirement of 100%
- The exclusion or expulsion of the student in accordance with the Education (Stand-down, Suspension, Exclusion and Expulsion) Rules 1999
- Provision of false or misleading information by the student on enrolment
- Inadequate progress by the student
- Failure by the student to pay fees
- Where the signatory is unable to guarantee accommodation.

- In the event of criminal behaviour by the student (including such behaviour outside the signatory's premises)
- An inability to attend due to reasons such as illness or family obligations, where the student cannot make up the missed course time and needs to re-enrol if she wishes to complete the course.
- If on medical advice a student's health problems mean that she should return home.
- In emergency situations, the Principal reserves the right to cancel the student's student visa. For example when appropriate accommodation cannot be found and/or if the student poses a threat to their own, or the safety of others.
- The student has breached the school rule for international students concerning the owning or driving of a motor vehicle.

TERMINATION PROCEDURES

- A meeting will be organised by the Principal with the student and her parents/guardian.
- Parents resident overseas will be notified that the meeting is to take place.
- Where the student's behaviour has resulted in suspension a meeting of the Disciplinary Committee of the Board will be held within seven (7) school days to decide whether tuition will be terminated. All appropriate documentation will be provided to the student and her parents and guardian at least 24 hours before the meeting.
- In other circumstances the Principal will decide if termination is warranted and will give one month's notice.
- Students have the right to appeal the decision to The Complaints Officer, Quality Assurance Division, NZQA, P O Box 160, Wellington 6140
- The New Zealand Immigration Service will be notified in the event of any termination.

REFUND CONDITIONS FOR INTERNATIONAL STUDENTS

Tuition and Administration fees are payable for a full year in advance. All applications for a refund must be in writing to the Principal. Administration fees are non-refundable.

If a student has enrolled but has not been granted a Student Visa by New Zealand Immigration:

- If the student has not started the course, the fees will be refunded in full, less a \$200 fee to cover bank charges and processing fees and administration.
- If a student has started the course at Carmel College on a Visitor Visa or Interim Visa and has not been granted a Student Visa, the fees will be refunded in full less a proportional amount for tuition, agent commission and administration fees, equivalent to the number of weeks of attendance.

If the student has started the course and is still in the first half of the course:

- 50% of the Tuition fees for Terms 3 and 4 will be refunded if requested.

If the student has started the course and is in the second half of that course:

- No refund of school fees except in exceptional circumstances.
- 50% of the remaining Tuition fees may be refunded at the Principal's discretion if there are exceptional circumstances for the student leaving such as becoming seriously ill. The Principal's decision is final.

If a refund is to be claimed the Principal must:

- Have a letter from the student's legal parents explaining the exceptional circumstances.
- Supply a medical certificate or another legal document showing reason.
- If a student leaves Carmel College and if an agent has been paid commission for that student, an equivalent amount of the commission according to the time of year will be deducted from the student's fees before any refund is given.

There are NO refunds if:

- The student has been asked to leave the school because of bad behaviour at school or in the homestay, poor attendance, violation or because the student has broken the school's rules and the laws of New Zealand. This includes violation of the rules regarding motor vehicles.
- Where students wish to leave the school or transfer to another school for whatever reason.
- Where students return home for any reason other than the student's serious illness or serious illness of a close member of the family.
- If the student changes visa status to one which entitles them to domestic student status.

PRIVACY ACT 1993

We have been advised by the College that the information we provide will be used for:

- Student records (and if necessary, transferred to another school),
- Accounting purposes of the Carmel College Board of Trustees,
- Carmel College Auckland Ltd (Proprietors) and the
- Carmel College PTFA

We accept the fact that this information may later be disclosed to a government agency such as NZQA, CYF, Police, Special Education, Department of Social Welfare or a medical service, where it will assist the student, or be used for statistical purposes and/or research purposes and agree to its use for that purpose, provided that the information is published in such a way that it will not identify us or the individual concerned

FEES PROTECTION PROCEDURES

Purpose

- To ensure that funds from international students are accounted for separately and in such a way that individual student contributions can be monitored.
- To ensure that Carmel College does get payment in full for those services provided.
- To ensure that international students' payment may be drawn down in accord with the Refund Procedures.

Guidelines

- Accounting procedures are in place to ensure that monies are available for release.
- International fees shall be paid into the school's Board of Trustees Account, under a separate code 'International Student Fees', and drawn down at monthly intervals throughout the academic year.
- These monies will be audited along with all school accounts on an annual basis.
- These monies will be available for approved refunds resulting from withdrawal from Carmel College or in the event of the school not being able to provide tuition.

Evidence

- Accounting records
- Carmel College Board of Trustees Account